

537006/29/05

Revised

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE: FLEET MANAGEMENT SERVICE WRITER**

**DEFINITION**

Under general supervision, to perform administrative and technical work in the specification and acquisition of standard equipment and vehicles; to schedule preventive maintenance; to perform diagnosis of equipment problems and process service orders for repair; to oversee office clerical work with regard to the maintenance of computerized vehicle information; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is a highly skilled technical level class and is distinguished from the Mechanic class by the responsibility for diagnosing and specifying all City owned diesel, compressed natural gas and gasoline powered light and heavy vehicles and equipment. Incumbents must be highly skilled in the operation of fleet management and PC computer systems, and display a high level of customer service and communication skills.

**REPORTS TO:** Fleet Operations Manager

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Fleet Operations Manager. Exercises supervision over administrative support staff as assigned.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- \_ Schedule preventive maintenance, repair and warranty work for automotive equipment as determined by time, hours, mileage, manufacturer=s recommendations, oil analysis and historical records.
- \_ Schedule required California State emission testing; prepare, maintain and submit annual reporting.
- \_ Prepare preventive maintenance schedules according to vehicle and staffing availability; prepare repair type and frequency reports.
- \_ Diagnose vehicle problems by inspection, operator interview, test driving and reviewing past vehicle history and warranty data.
- \_ Prepare work orders for vehicle and equipment repair and warranty work; process and close completed work orders.
- \_ Assist mechanics and user departments with special equipment problems; provide information, solutions and coordinate required actions.
- \_ Oversee and participate in the maintenance of the computerized vehicle information system; monitor and analyze data; update fleet inventory records; monitor historical records on all equipment.
- \_ Prepare standard equipment specifications; inspect new equipment for compliance with specifications; test drive new vehicles; follow-up with vendors as required; transport new vehicles to various agencies including department of Motor Vehicles and Highway Patrol as required.
- \_ Research information and prepare special reports, surveys and equipment cost studies; confer with management

regarding fleet problems.

- \_ Oversee the City-wide vehicle pool dispatch system; monitor pool vehicle utilization; coordinate pool vehicle preventive maintenance.
- \_ Plan and schedule work in absence of shift supervisor.

## **QUALIFICATIONS**

### **Knowledge of:**

The techniques, theory, method and care of overhauling and repairing diesel and gasoline powered internal combustion engines, equipment and related components, including drive, fuel and electrical systems.

Preventative maintenance inspection methods; electricity, hydraulics, mechanics and the methods, materials and tools used in the light and heavy equipment repair trade.

Occupational hazards and standard safety precautions necessary in the performance of work.

- \_ Administrative techniques, including organization, budget, data collection and analyses.
- \_ Office management principles, practices and equipment.
- \_ Personal computer operation and software applications.

### **Ability to:**

- \_ Diagnose defects in a wide variety of automotive equipment.
- Read and interpret pertinent laws, codes, safety orders, repair manuals, wiring diagrams, schematics and screens on PC based scopes, online technical repair databases, and scan tools.
- Accurately determine mechanical repair needs and prepare cost estimates for time, labor and materials.
- Diagnose mechanical trouble and determine appropriate maintenance work.
- Train and instruct other employees.
- Work productively in the absence of supervision.
- Safely operate City vehicles.
- Understand and carry out verbal and written directions.
- Establish and maintain effective working relationships with using departments, supervisors, fellow employees, contractors and the general public.
- Perform all tasks in accordance with applicable Federal, State and OSHA safety standards.
- Work overtime as needed.
- Work weekends, holidays, evenings and/or varying shifts.

### **Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education:** Equivalent to the completion of the twelfth grade supplemented by specialized training in the maintenance and repair of gas and diesel powered equipment. The completion of a recognized apprenticeship or possession of mechanical certification from a professionally

recognized institution is highly desirable.

**Experience:** Five years of skilled journey level experience in automotive and heavy equipment repair work, with experience in the preparation of computer generated work orders including preparing written vehicle specifications.

**MEDICAL CATEGORY:** Group 1

### **WORKING CONDITIONS**

Work is performed in a variety of environmental conditions, indoors and out, with exposure to wide temperature variations, noise, vibrations, fumes, grease and oils, machinery and its moving parts, odors and dust. Physical demands require bending, stooping and frequent heavy lifting of moderately heavy objects weighing up to fifty pounds. Incumbent must be able to see and hear in the normal range with or without correction.

### **NECESSARY SPECIAL REQUIREMENT**

Possession of, or ability to obtain, an appropriate, valid Class "C" California Motor Vehicle Operator's License.

Possession of, or ability to obtain during the probationary period, a valid Class "A" California Motor Vehicle Operator's License.

Automotive Service Excellence (ASE) certification is highly desirable. Successful completion of ASE Series test Medium and Heavy Duty Truck Series T2, T4, T5, T6 and T8 certifications in medium and heavy duty truck specialist areas is required upon completion of probation.

### **CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Fleet Management Service Writer

**TO:** Fleet Operations Manager